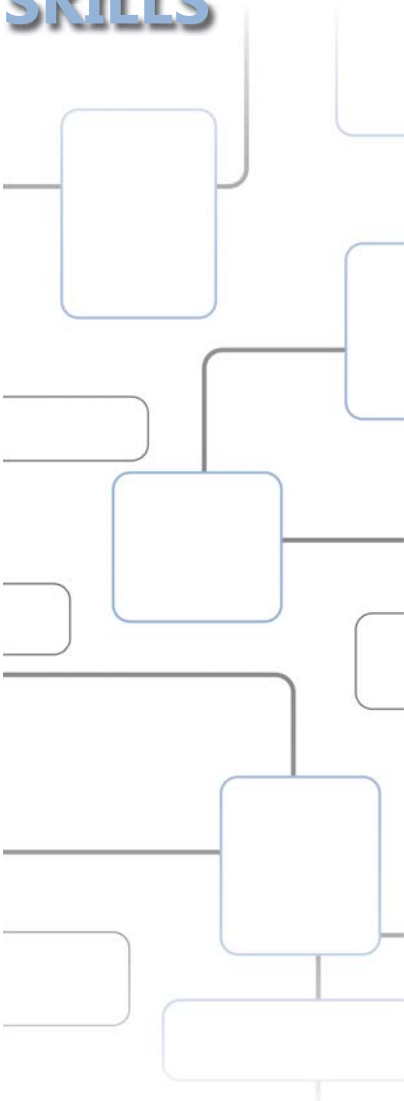


i-Skill



ENGLISH SKILLS FOR CUSTOMER SKILLS



Course Outline

COURSE SYNOPSIS

Two things can happen when it comes to communication – either they don't know how to express or they don't understand what is being communicated. Either way, the organization will suffer from this setback resulting in customers being driven away, high employee turnover, increased conflicts, etc. Language, the most basic form of communication, must be understood and felt to make relationship better appreciate and before the right action can take place. Unfortunately, some still perceive language competency as a non-essential skill as employees are expected no to speak but to listen and follow instruction. While there are some who struggles when chances are given to them to speak, others took a more sophisticated approach. The latter often slang their way with the intention on impress and eventually to the annoyance of many.

COURSE OBJECTIVES

This program is designed to equip the Participants with the basic skills in English communications for improved customer service. The objectives of the program include...

- To brush up on customer interaction skills with emphasis on complaints and suggestions from customers and how to deal with dissatisfied, angry customers.
- To make effective use of English in customer service and improve the use of spoken and written English.

WHO SHOULD ATTEND

This program suits all those who are constantly using English language as a medium of communication. Those who will find this program useful includes executives, supervisors, consultants, assistant managers, managers and others who are actively involved in customer service, internal liaison, public relations and other functions that require lots of communications . Those in the managerial level who are keen to attend are also most welcomed.

DELIVERY METHODOLOGY

- Participative lecture
- Discussion
- Role play
- Test

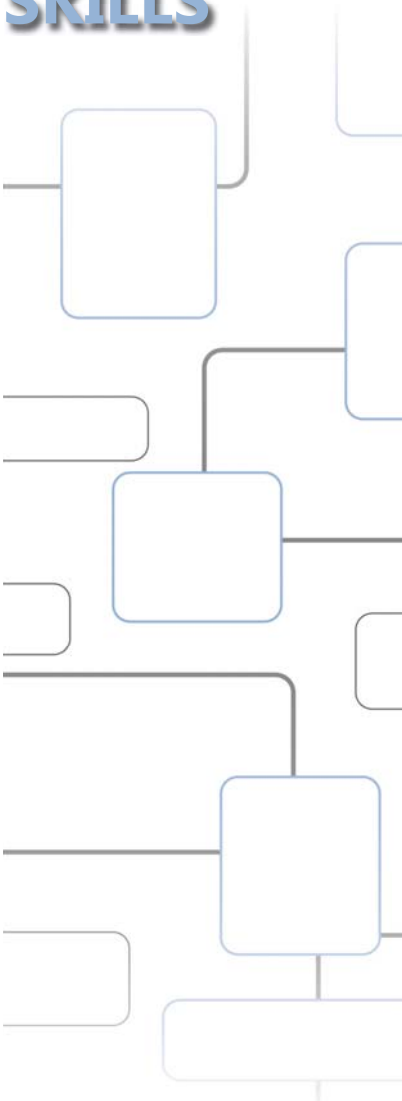
COURSE CONTENTS

PROGRAM DAY 1
Basic English Communication <ul style="list-style-type: none">• Need-To-Know About English• Getting Your Grammar Right• Sentence Structure• Customer Service Vocabularies
Effective Communications <ul style="list-style-type: none">• Communication Rules and Concepts• Understanding The Customer's Behavior• Speaking On Your feet

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No. 9 Lorong Tongkozu, Mile 5,
Jalan Tuaran, Kolombong, 88450
Kota Kinabalu, Sabah, Malaysia.

PROGRAM DAY 2

Written English

- Effective English Writing
- Memos and Notices
- Letters to The Customers

English For Customer Satisfaction

- Using Positive Language
- Listening to The Customer's Emotion
- Handling Customer Dissatisfaction